



Information Technology Board

September 25, 2007 Meeting Agenda

Leading the way in enterprise-wide technology

Meeting Date:	9/25/2007	Meeting Time	9:30-11:00 am
		Location:	CCB Room 260
Chairman:	Robert J. Clifford	CIO:	Shital Patel

Minutes:

- Approval of August 28, 2007 Meeting Minutes

Status Updates:

- ISA Report
- ISA Financial Report

Action Items:

- Resolution #07-13: Approval of Municipal Wireless Agreement with Ross & Baruzzini, Inc.
- Resolution #07-14: Approval of Modular Messaging Agreement with Avaya

Discussion Items:

- Standards & Policies Update
- Technology Update
- *myReset*
- Application Development Update

Adjourn:

The next scheduled IT Board meeting is on October 30, 2007 at 9:30 AM in CCB Room 260

Attachment:

Contracts < \$100,000



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Meeting Date:	08/28/07	Building/Floor/Room:	C/C, 2 nd floor, Room 260
Meeting Time:	9:30-11:45	Chairman:	Robert Clifford
Meeting Purpose:	Monthly Update/Status	CIO:	Shital Patel

Information Technology Board Members Present:

Robert Clifford	City Controller	Chairperson
Linda Enders	Mayoral Appointee	Voting Member
Greg Bowes	Marion County Assessor	Voting Member
Michael Rodman	Marion County Treasurer's Office	Voting Member
Earl Morgan	Department of Public Safety	Voting Member
Ron Meadows	Marion County Sheriff Department	Proxy (Marion County Sheriff)
Beth White	Marion County Clerk	Voting Member
Judge Collins	Marion County Superior Court	Voting Member
Dr. Thomas Inui	Mayoral Appointee	Voting Member
Shital Patel	Chief Information Officer	CIO (non-voting)
Kareem Howell	Office of Corporation Counsel	Legal Counsel (non-voting)

Staff Present: Phil Brummit, Leveal Buels, Joe Campbell, Chuck Carufel, John Chavez, John DeCocq, Beverly Dillon, Jim Effinger, Lisa Hall, Andy Harris, Jeff Hayhow, Greg Hertenstein, Aaron Hood, Mark Jendzejec, Joe Lex, Jim Nelson, Dan Pavey, Ken Sorenson, Wayne Praeder, Kevin Ortell, Nicole Randol, Jim Ruddell, Jeff Snodgrass, Amitav Thamba, Barbara Thompson, Marv Thornsberry, Rick Petrecca, Renee Washington, Amber Watkins, Chad White, Carol Hoberty

Visitors: Sean Fahey, Quest Information Systems, Curt Grasso, PVDNet; Mark Gibson, (Netwise/Bitwise), Frank Short, Sam LeStourgen, IBM; Jon Kizer, Direct Path; Sean McClosky, Dell; David Knoll, Phoenix Data; Ami Guilfoy, Arleen Acton, Tony Buford; Craig Schneider, Haverstick;

The August 28, 2007, Information Technology Board was called to order at 9:35.

Approval of the July 24, 2007 IT Board Minutes

Mr. Michael Rodman, Marion County Treasurer made a motion to approve the July 24, 2007 IT Board Minutes. The motion was seconded by Ms. Beth White, Marion County Clerk, and carried unanimously.

ISA Report and Status Updates



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Ms. Shital Patel, CIO, Information Services, presented the ISA update including discussion on the Accela project. The charter and plan are complete. Staff has been working with Marion County Health and Hospital. The Automated Vehicle Locator project is going well with 219 vehicles accessible for view online. The second phase will be to put in touch screens. First phase of the camera implementation project is complete. A Request for Proposal is out for the neighborhood portion with an award anticipated at the end of October. Currently staff is working with the vendor on the Property replacement system project. The budget will be presented to the Administration and Finance Committee this evening. A new project called U-Connect is available which will allow City and County employees' remote access.

Vendor Performance

Northrop Grumman helpdesk calls have returned to normal levels DAI met all SLRs. Have 2-3 projects in the next couple of weeks. NG did miss the call abandon rate.

ISA has two new hires Mr. Phil Brummit, SA1 Manager and Ms. Barbara Thompson, Contracts Manager.

Information Services Agency Financial Report

The ISA Financial Report stands as submitted.

Dr. Inui asked where and when the True-up process falls in relation to the budget. The process has financial implications. Ms. Patel stated that it will land in the first quarter of 2008 Budget as submitted to the Office of Finance and Management. Mr. Clifford responded that there were a couple initiatives that may be re-inserted into the 2008 budget but revenues remain available to pay for projects in the budget or they may be funded separately.

Action Items

Time Warner Telecom

Mr. Ken Sorenson, ISA Chief Technology Officer, and Ms. Barbara Thompson, ISA, Contracts Manager, presented the Time Warner Telecom contract. Mr. Sorenson stated that the vendor provides local telephone service to 5 locations through the City and County including 23 ISDN PRI circuits. Mr. Sorenson stated that the enterprise has experienced very good service with Time Warner Telecom and never had to submit a service ticket with them. The contract actually expired in June. Time Warner has agreed to continue to bill at the current rate. ISA is requesting to renew the contract for a term of 36 months at \$11,000 per month. At the end of that term the contract would be completed out. Mr. Morgan asked why the drop in rate was offered. Mr. Sorenson stated the drop could be associated with complications should the vendor change, there would be a delay in terms of switching over, installing new circuits, or possibly testing out. Mr. Clifford stated that the type of service that has become more competitive and asked if ISA is confident the rate is good. Mr. Sorenson stated that the rate is competitive and Ms. Patel noted that ISA received an unsolicited bid which was higher in cost than the Time Warner renewal. White asked how long the existing contract as been in place. Ms. Thompson replied the contract has been in place since 2001.



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Mr. Meadows, Director, Marion County Sheriff Department made a motion to approve the Time Warner Telecom contract. The motion was seconded by Mr. Earl Morgan, Director of Public Safety, and passed unanimously.

2008 Budget Presentation

Mr. Hood, CFO, ISA, narrated the 2008 Budget. Mr. Hood began with slide 14 to revisit the MBE/WBE statistics. Mr. Hood requested that the MBE/WBE number be conservatively adjusted to account for vendors that are not currently on the City certification list but are on the State certification list. With the adjustment, ISA is at 22.4 percent. Mr. Morgan asked if ISA is working with the Department of Administration (DOA) to get vendors on the State list on the City list. Mr. Hood affirmed that ISA is. Mr. Rodman asked if the qualifications differ. Mr. Morgan stated that the State has a different certification protocol. Anyone certified on the City-side will not have to reapply for State certification. Mr. Clifford stated that 22.4 is a great result and expressed appreciation for the NG package on the sub-contractor participation.

Mr. Hood continued with the 2008 PowerPoint presentation and actual numbers on the proposed budget. Ms. Enders asked for clarification on the requested numbers and the proposed column. Mr. Hood stated the proposed numbers are what were originally submitted to the Office of Finance and Management the actual represents the budget after adjustments. Mr. Clifford stated the actual excludes items funds are not available for. Mr. Clifford added that all budgets were reduced. The following were cut: Data Center Upgrade, NG True-Up, Accela 2nd year payment, Enhancements to JUSTIS.net, Enterprise Pass-through increase, Project Management/Accela & Property, Training for Microsoft Office 2007 and MOSS, Project Server Administrator.

Ms. Patel added ISA has two open positions that when and if the hiring freeze is lifted may help manage projects. Ms. Patel stated that the budget is around 29 million but once additional appropriations are included the figure is closer to 39 million. Dr. Inui asked if the difference between the 29 and 39 million is mostly due to grant funding. Mr. Clifford replied grant funds, one time expenditures or capital expenditures, new application development and additional projects the department took on that required appropriations as approved by council. Dr. Inui stated the budget is very tight this year and there is a 24% cut from the current year's operating budget. The items on the list that were cut such as the NG true-up is a must do otherwise agreements with the prime contractor are violated. There is risk associated with failure to do the data center upgrade. The IT Board reviewed that risk and agreed that under current circumstances the enterprise cannot risk a failure. There is also risk in failing to have someone as a project server administrator as the virtualization takes place. The virtualization requires juggling CPU time and re-engineering the network in the appropriate order. Dr. Inui continued with discussion of pushing production Justice Enhancements and the delay.

Mr. Hood concluded the presentation.

Mr. Meadows asked if the \$10,000 in Character 04 is for the variance. Mr. Meadows stated that is not much to do the variances agencies have requested. Ms. Patel stated that the



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Office of Finance and Management has requested that variances be approved by them. Ms. Patel added that figure does not include anything ISA would want or need. A request not in the ISA budget would require consideration of other appropriations. Ms. Enders asked if other sources of funding have been identified to cover items currently not funded. Mr. Clifford stated there are sources such as ISA chargeback however some funds are paid directly like Accela and have specific uses. Initiatives such as Justis could be funded through grants. The Property System is funded out of special funds. The appropriations for project management are a little different. Ms. Patel stated the project management of the property system project is going well. Ms. Enders stated that she appreciates the circumstances but as a Board they need to state the importance of concerns, identify risks, and address the best way available given the financials. Mr. Clifford agreed that is the responsibility of the Board and there are no easy decisions.

Internet Acceptable Use Policy

Mr. Ortell, ISA Deputy Director and Mr. Sorenson presented the Internet Acceptable Use Policy. Mr. Ortell stated that the policy has been reviewed and accepted by the IT Team. Mr. Ortell is the Chair of the Policies Group which focuses on the human side of technology. Mr. Sorenson serves as Chair of the Standards Committee which focuses on technology and hardware. Mr. Ortell highlighted the second paragraph 1.1 as the governing statement of this policy. Ms. Patel clarified that in instances when an employee is terminated and the threat exists, a department head or supervisor would need to contact ISA. Ms. Enders asked if an emergency delete request process exists. Mr. Ortell replied that there is and Ms. Patel stated that the Administration of Human Resources is part of the committee and is comfortable with the policy. Judge Collins asked if the policy includes delegation of email. Mr. Ortell explained delegation authority may be set up as part of the email package and there will be exceptions especially in law enforcement. Mr. Clifford in reference to the portion of the policy regarding an employee may face disciplinary action by ISA has no authority other than to notify the appropriate agency. In reference to the introduction of viruses into the environment, Mr. Bowes commented that if there were imminent denial of service ISA would have the ability to shut that down without asking the agency. Mr. Clifford asked should service be denied what about future service. Mr. Ortell stated that ISA would stop the attack and then discuss the issue with the agency. ISA cannot discipline another agency's employee but can prevent the employee from damaging the environment. Ms. White stated that the IT Board could get in hot water very fast telling department heads and elected officials how to handle their employee matters. Mr. Bowes stated that there should be implied an element of cooperation. Mr. Bowes would expect that any agency or department head given proof or evidence of an employee wanting to harm the system would want to take action against that employee. Mr. Bowes added that the policy should include the opportunity for mistakes or the need for training. Mr. Rodman commented that a poor performer probably knows the writing on wall and should the user delete data is there the ability to restore. Dr. Inui stated that unless the hard drive is physically altered, physically removed and crushed data may be restored. Dr. Inui asked what port scanning is. Mr. Sorenson stated that within the network there are different ports that are opened up for different services. People that are trying to break into your system will scan your servers and what ports will accept a connection. Reveals security breaches and generates traffic. Dr. Inui asked if office lotteries



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through internet are illegal or campaign mobilizations are unauthorized use. Dr. Inui asked if there were any surveillance of activities accessed employees. Mr. Ortell stated Blue Coat tracks those types of activities. Dr. Inui stated that communicating the ability would be good preventative means to let employees know the enterprise may do that. Mr. Clifford asked if the notice will be posted and if so monitoring of usage should be included. Mr. Sorenson stated that when a user logs in a secondary screen will appear to accept the policy. Ms. Patel added that ISA is working with HR regarding written authorization. Mr. Meadows stated the IT Team and Standards Committees have done a fantastic job but are not done. IMPD and the Sheriff Department will be blocking an additional 25 categories of sites. Mr. Meadows offered support of the policy but asked the Committee to look at blocking additional categories. Mr. Meadows stated that the Board needs to control access in a reasonable and ethical way. Mr. Ortell stated they accept that task. Ms. Patel clarified that directors and agency heads from different departments may block additional categories. The policy does not have to be controlled at the enterprise level. Judge Collins asked what shows when an employee tries to access one of those sites and suggested a big red bar. Judge Collins stated that the courts have blocked additional sites including all games. Ms. White made a motion to approve the Internet Acceptable Use policy. The motion was seconded by Mr. Rodman and carried unanimously.

Technology Update

Mr. Sorenson narrated the virtualization briefing. Virtualization is a process by which multiple physical servers are consolidated into a single more powerful server which results in a higher utilization, consumes less power, generates less heat and overall less costs. Historically a new application is rolled out a new server which leads to a proliferation of servers. This project looks to reduce this number. Presently there are several large projects which would require new hardware if the enterprise does not virtualized now. Mr. Sorenson narrated the Benefits including: fewer physical machines, lower hardware costs, lower power consumption, less heat generated, ease of administration, scalability and the VMWare environmental may grow with improved disaster recover and reduced recovery time. Mr. Sorenson stated that the Virtualization Business Case was based on several assumptions.

Mr. Morgan asked for further plan for redundancy for disaster recovery site. Mr. Sorenson stated that the long term plan would be for two data centers with fail-over capabilities between them. Mr. Bowes asked in regards to the fail over in the mirror sites won't the enterprise have to go to complete virtualization to get there? Mr. Sorenson responded that virtualization is not only technology that allows for replication of data. Dr. Inui stated the cost savings is largely in hardware. As best can be determined the human resource element was not built in the business case and asked if that is due assuming there will not be a need for more personnel. Mr. Sorenson stated that based on the current contract there is no cost increase or decrease from network perspective designed to handle. Dr. Inui asked if there was capacity for test environment. Mr. Sorenson replied there was, but the business case is based on the production environment only. Ms. Patel added the electricity would be cost avoidance. Mr. Clifford stated that space would be an issue also. Mr. Morgan asked in relation to the 108 servers what the ratio to core applications activities. Mr. Sorenson stated he would find out.



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Discussion Items

JUSTIS.Net

Ms. Amber Watkins, PM, ISA and Mr. Amatav Thamba, CIO, narrated the JUSTIS.Net PowerPoint presentation. LoGo staffing changes resulted in a new development approach. Some tasks have been delayed but at this point, no impact to overall project or go live date. Mr. Bowes asked if there are particular users that there are not getting cooperation from. Judge Collins stated that there are some differing ways in which people think things should be done. On going discussions are taking place on how to resolve those issues. Judge Collin stated she does not agree with the linear difference of opinion and expressed concern. Mr. Bowes requested attention be put on the problem and identified where the project is getting stalled. Judge Collins stated seeing the update clarifies the concerns DAI and ISA have. The setback comes from having different ways of doing things which were not understood before last week and seeing this today. Mr. Thamba explained in setting up user profiles each agency identifies new staff coming in and requests the new profile look like an existing profile. The process has continued which has resulted in copying profiles. There is a need to re-establish knowledge and get scripts fully defined. Mr. Clifford stated that is a significant step by clerk, courts, and prosecutor which will require much time. Ms. Watkins continued that before 'go live' the security profiles need to be in place or an increase in the support hours will continue. Judge Collins commented on the UAT portion of the presentation noting that is the basis of the philosophical differences that need to be worked out. The way that the agencies scripting process is viewed is the way that the most panels will be missed and results in the most interaction with security profiles. Judge Collins asked for an analysis of Justis as it currently exists including what panels are utilized. Judge Collins suggested a different way to do that. Ms. Patel stated she had spoke with Mr. Thamba and ISA wants to go through the 26 case types as suggested and pound through the 30-50 case types. The challenge is related to F Court, G court, civil court, and the different functionalities associated with each of those courts that will need to be tested. Ms. Patel stated that ISA would like to find and write down those processes in the future which will help with training and help with scripting Judge Collins stated that using UAT without well defined scripts is very, very linear and court updating is not linear. Over the months or year a case progresses the different ways of scripting pass from experience. The suggested UAT will not access that. The group needs to sit down and have a discussion about that and that has not been done. Dr. Inui commented that he needed clarification and stated that initially the UAT discussion included what panels are touched whatever the case mix might be. Now many months later the recommendation has been made to have the users sit in a room whatever way they see fit show the DAI team how they use these kinds of elements inside production Justis. Dr. Inui commented he did not recall DAI committing the case type had to be a matter of concern. Since the last presentation progress has not been made with the courts which are huge users and stated concern with the current conversation regarding differences in philosophy. Judge Collins stated she did not fully understand why production had stopped and now she understands and will try to resolve the differences. Judge Collins stated the group has been unsuccessful in replicating what the courts do and there is a need to have discussion with DAI, the ISA Project Manager, Mr. Thamba, and the Judges to decide the



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best way to get through this. Staff will not participate with out business processes place. ISA needs very clear documentation when all has been tested, signed off on and agreed upon which is the benefits of scripts. Mr. Clifford asked if one of the issues were the number of judges involved. Judge Collin stated that the number of judges is not an issue. Mr. Thamba explained that in looking at the court process the process is basic. Court process scripting wide always another case starts the process, then the court schedules a hearing is it a bench trial or jury trial. Judge listening to two plaintiff attorneys or two despondent attorneys listening to case not really using justice. At end of case at that point enter a code on justice say what the verdict was. Process wise that is the court process. It is a very simplified process. The UAT should include bringing in staff from every different court based on each case type and have the tester act as clerk, act as a prosecutor, act as an APC officer, act as law enforcement officer, run case type through. Testers would touch many panels but the process is simple. Mr. Thamba stated that 28 testers are ready to test however a print solution and scheduler are missing. Ms. Patel stated that is a \$3-400,000 investment that ISA has to make and would want to make sure the solution is the right one, verify progress is being made and certify the test provides documentation to be at a comfort level before making that investment.

Mr. Thamba stated that he needs from DAI a report that identifies each panel and each user ID that has accessed that panel. Mr. Clifford suggested getting the user groups together and formulating a plan prior to the next IT Board meeting. Mr. Thornsberry added that security is an NG function. Ms. Patel clarified that NG is responsible for the day to day operation and to load the application is a DAI function. Ms. Watkins continued with Issues and Concerns including two production bug fixes.

Property System

Mr. Dan Pavey, ISA, PM and Mr. Leveal Buels, ISA, PM presented the Property System Update. Mr. Curt Grasso of PVD was present. Mr. Pavey reported, that in spite of the property tax bill challenges, progress has continued to be made. The majority of time has been spent on gap analysis meetings. The RFP contained 360 requirements that the vendor has to meet. The requirements have been divided into 35 functional areas. The gap analysis meetings are scheduled for project team area coordinators, PTAC's, and subject matter experts, SME's, to review the requirements in each of those functional groupings and to make sure that PVD understands each requirement. PVDNet already meets many of the requirements of the new property system. PVD will take the notes from the gap analysis meetings back to their developers to analyze. The results will be developed into functional specifications which, upon approval by the PTAC's and SME's, will be used as the basis to add Marion County functionality to PVDNet. Mr. Pavey reported that 250 PTAC's and SME's representing 20 City/County/Township entities have participated in the 31 meetings held thus far. Mr. Pavey noted that attendance has averaged 75% of those scheduled to meet and commended those who have attended on their commitment and participation. Mr. Pavey stated that in the revised project plan, implementation of the Auditor and Treasurer modules has been moved up from December of '08 to mid-March of '08. The question was asked if the reconciliation bills would be produced on the new system. Mr. Pavey stated they would not although other state mandates will be included in the new system at no additional cost.



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Mr. Rodman commented that staff is stretched with the property re-assessment and other types of initiative requiring flexibility in hard times. The character of staff shows during challenging times and Mr. Rodman complimented staff with the progress and added that moving the Treasurer and Auditor up on the schedule is great news. Mr. Rodman stated that the 20 different agencies involved do not always agree with each other but given the importance of this project, differences have been put aside. Mr. Pavey added the PTAC's and SME's will be very busy the next 6 months.

Other Business

The August 28, 2007 IT Board adjourned at 11:45.

The next Information Technology Board Meeting is scheduled for September 25, 2007 at 9:30 in Room 260.



Information Technology Board September 2007 ISA Report Summary

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ISA Project Status

Status Key	
Blue	Project has been completed. This is the last time it will appear on this report.
Red	The project is experiencing significant delays, potential cost overruns, or critical failure. Hard deadlines may be missed without the application of additional resources. Cost overruns may exceed 10% in excess of original budget. Immediate corrective action is needed.
Yellow	The project is experiencing minor delays or minor cost over-runs or the project has encountered problems which put it at risk of either going over-budget or missing deadlines. Hard deadlines can still be achieved, but original goal dates may be missed. Cost may end up 5-10% over original budget
Green	Project is on time and on budget with no delays or budget issues anticipated.
Black	This project has been placed on long term hold, terminated early, or retired

Phase Key	
Initiating	Defining and authorizing the project, including prioritization.
Planning	Develop project scope, schedule and cost estimates. Define the work of the project and how the work will be executed.
Executing	Performing the work of the project according to the scope, schedule and cost baselines established in Planning
Closing	Formal acceptance of the product, service or result

Information Services Agency Major Business Initiatives	
Business Initiative	Definition
<u>Improve Efficiencies, Customer Service & Quality:</u>	Financial & Human Resources Mgmt
<u>Improve Operation Efficiencies:</u>	Work Management & Asset Management
<u>Improve Neighborhoods:</u>	Permitting, Inspections, & Enforcement
<u>Improve our Understanding of Constituent Interactions:</u>	Case Management
<u>Improve Efficiencies of C/C workers & visitors:</u>	Wireless Public Buildings
<u>Improve Delivery of Services; more C/C workers in the field:</u>	Mobile Work Force
<u>Make the Region Safer & Healthier:</u>	Process Control Technology
<u>Increase Transparency:</u>	Document, Workflow and Image Mgmt
<u>Improve Public Safety:</u>	MCSD & IPD Integration
<u>Improve Customer Service thru 24x7 access:</u>	Citizen Concierge
<u>Improve Infrastructure:</u>	Data Center Health
<u>Accelerate Economic Development:</u>	Wireless Public Access



Information Technology Board September 2007 ISA Report Summary

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ISA Project Summary			
Project	Business Initiative	Overall Status	Phase
Appeals & Exemptions	Improve Operation Efficiencies	Blue	Closing
Application Logon and Authentication	Improve Operation Efficiencies	Blue	Closing
Coroner Information Management System	Improve Operation Efficiencies	Blue	Closing
Courts Services Scheduler	Improve Operation Efficiencies	Blue	Closing
Enterprise Print Assessment	Improve Infrastructure	Blue	Closing
Public Defender Move	Improve Efficiencies, Customer Service & Quality	Blue	Closing
VOCA – Child Interviewer	Improve Operation Efficiencies	Blue	Closing
VOCA – Victims Advocate	Improve Operation Efficiencies	Blue	Closing
Justis.NET	Improve our Understanding of Constituent Interactions	Red	Executing
Accela Automation	Improve Operation Efficiencies	Green	Initiating
Automated Vehicle Locator (AVL)	Improve Operation Efficiencies	Green	Executing
Avaya Modular Messaging	Improve Operation Efficiencies	Green	Initiating
Enterprise Resource Planning (ERP)	Improve Operation Efficiencies	Green	Initiating
Enterprise Vault	Improve Operation Efficiencies	Green	Initiating
FileNet Upgrade	Improve Efficiencies, Customer Service & Quality	Green	Initiating
Liberty Shield/ Buffer Zone Camera	Improve Public Safety	Green	Executing
MOSS 2007 Implementation	Improve Delivery of Services	Green	Planning
Municipal Wireless	Improve Delivery of Services	Green	Initiating
Neighborhood Cameras	Improve Public Safety	Green	Initiating
Outdoor Warning System	Improve Public Safety	Green	Initiating
Property System Replacement	Improve Operation Efficiencies	Green	Planning
RFID	Improve our Understanding of Constituent Interactions	Green	Executing
Sherman Move	Improve Operation Efficiencies	Green	Planning
my.Indygov.org – Remote Access	Improve Delivery of Services	Green	Initiating
Virtualization & Server Consolidation	Improve Operation Efficiencies	Green	Initiating



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Completed Projects

Appeals & Exemptions: The merging of three Microsoft Access applications into a single, web-based Appeals & Exemptions application was completed and deployed to production on August 22nd. This application is used by the Marion County Assessor's office to track, monitor and report on property assessment appeals and exemptions. The application provides significantly improved reporting, security, stability and recoverability capabilities.

Application Logon and Authentication: 30 of the 32 applications requiring a user to logon using their network UserID and password were updated to utilize the Windows Active Directory Lightweight Directory Access Protocol (AD LDAP) authentication instead of the Novell eDirectory. This allows users to have less logins and passwords to remember in order to access their applications.

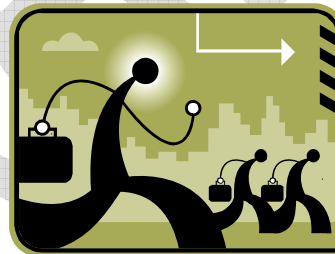
Coroner Information Management System: The rewrite and conversion of the Microsoft Access 97 version of the Coroner's database was completed and deployed to production on August 30th. It stores a large amount of data and images related to every case being handled by the Coroner's office. The application provides a powerful search engine and reporting component. It also significantly improves the security, stability and recoverability of the data.

Court Services Scheduler: The web-based Court Services Scheduler was deployed to production on August 15th. It is used by the Court's staff members that are responsible for reserving and scheduling the various court rooms within the City/County building. The application allows a room to be requested based on the amenities required. The application interacts directly with an outlook calendar to update the status of rooms as they are requested, confirmed, denied and cancelled.

Enterprise Print Assessment: The assessment was completed and the Office of Finance and Management has signed off on completion of the project. Xerox will be providing an enterprise business case for review which falls outside the scope of this project.

Public Defender Move: Completed the move of over 170 employees from the City/County building to the gold building over a two week period of time.

Victims of Crime Act (VOCA) - Child Interviewer and Victim Advocate Applications: The Child Interviewer and Victim Advocate applications were deployed to production on August 29th. These two web-based applications are used by the Prosecutor's office to track, maintain and report on interviews conducted and any subsequent services provided to victims of crime. The application generates the bi-annual report in the format that is required to remain eligible for the grant program through the Indiana Criminal Justice Institute (ICJI).



On-Going Projects

Accelerate Indy: The initiation phase has concluded and the requirements gathering portion of analysis is 85% complete. Initial discussions regarding coordination between the Accela system project and FileNet upgrade are underway, as is the data cleansing necessary prior to the conversion to Accela.

Camera Projects: This project is now divided into two separate projects.

Neighborhood Cameras: Vendor RFP responses were due to Purchasing on September 12th and the evaluation team is reviewing the proposals and will have final scoring completed by September 21st.



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Liberty Shield/Buffer Zone: Phase 2 of the project closed out the week of September 10th after resolving three cameras being brought on-line. Phase 3 cameras (16 total) have been received and plans are being made for the installation of the four mall cameras at Washington and Castleton Square Mall to close out the project. NG is preparing a cost proposal to fill the support gap that has been identified as an issue from the contractual vendor support and the end user for Phases 2 and 3.

Enterprise Resource Planning (ERP): The Office of Finance and Management (OFM) and ISA are beginning a project to develop a business case for replacement of the City/County's financial and human resource systems. The software industry has developed a suite of integrated systems that encompass finance, HR and related systems into an offering called enterprise resource planning (ERP). OFM and ISA will begin meeting with various departments at the end of September to gather high level requirements.

Justis.NET: The Justis.NET project is approximately 70% complete. This period the project team will be focused strictly on the user acceptance testing (UAT) scripting process as all other tasks have been put on hold. The decision has been made to investigate if other options or solutions to a case management system now exist to ensure that we are still on the right course for Marion County. A review of potential solutions is underway.

Municipal Wireless: ISA has successfully negotiated a scope of work and pricing for consulting services to conduct a feasibility study to deploy a wireless system. The study will give the City/County a better understanding of the project's capabilities, viability, capacity to implement the solution; as well as the overall sustainability of such an initiative.

Property System Replacement: All gap analysis meetings have been conducted and PVD will create functional specs which, upon approval by the project stakeholders, will be used as the basis to add the Marion County functionality to PVDNet. The project team has reviewed and updated the revised project plan. Statements of understanding were approved by the Executive Sponsors for: 1) Twenty-four hour updating of the PVDNet reporting database and 2) enterprise wide read-only access to the PVDNet. The team will inventory and gather

samples of all scheduled and ad hoc reports produced through the legacy Property system. The goal is to analyze what current reports are needed, combine reports where possible, and add new reports based on new functionality available in PVDNet.

There is great concern that the state-mandated reassessment is a major risk to the Property project timeline and data integrity.

- **Data Integrity:** If the Computer Assisted Mass Appraisal (CAMA) files are converted in December, they will not be of use to the Assessors because of reassessment. When reassessment is complete (scheduled for 2/29), the results would be laid on top of the CAMA files.
- **Timeline:** Due to the fact that the reassessment will need to be completed in the old Property system, which will occur at the end of February, it does not make sense to deploy the new system to the Assessors before that is complete. There is concern that the Assessors will not have time to do proper testing.

ISA continues to work with the project team to plan and evaluate what the impact of these items will be to the overall project.



ISA Operational Update

2008 Budget Process: ISA presented the Proposed 2008 ISA Budget before the Administration and Finance Committee of the City-County Council on the evening of August 28th. Since that time, we have worked with the Office of Finance and Management on various budgetary issues as well as attended both Admin & Finance Committee follow-up meetings. The Admin & Finance Committee approved the ISA budget on September 11th. The ISA budget, as a part of the entire 2008 City-County budget, went before the full City-County Council on September 17th and was passed. There were no changes to the ISA budget



Information Technology Board

September 2007 ISA Report Summary

Leading the way in enterprise-wide technology

from what was reported at the last IT Board meeting.

Archive Project: The use of e-mail continues to grow and presents challenges in maintaining performance of the system. The archive system being implemented will automatically manage users' inboxes and migrate old messages from the active message store to an archive while maintaining the appearance of those messages within the users' inbox. This will help maintain system performance while appearing to the user as a virtually unlimited inbox.

my.Indygov.org: Formally known as U-Connect, ISA continues to work on a marketing and communication plan to roll out remote connectivity to the user community. This solution will be rolled out to the enterprise by the end of September.

Standards & Policies: The Standards & Policies Committees continue to meet and work on various topics for the enterprise. The Standards group is focusing on updating the standard hardware of our desktop and laptop platforms; as well as, looking at a standard for a thin-client device. The Policies group is reviewing the web categories within Blue Coat as discussed at the last IT Board meeting. The Marion County Sheriff's Department has piloted blocking a number of categories and the effects are being studied prior to deploying to the enterprise. The Policies group has determined that the next policy that will be addressed is the Email Acceptable Use.

Storage Assessment: The need for storage within our environment continues to grow at a rapid pace. This is being accelerated through the requirements of the many large projects currently planned or underway. ISA is in the process of assessing what storage is presently in use, how it is allocated to various functions, and forecasting what our needs will be over the next year. This assessment will develop a storage strategy that meets our current needs, and lays the foundation for future growth.



Vendor Performance

Northrop Grumman: As discussed in previous months the volume of calls into the helpdesk has stabilized. The helpdesk has handled 56,680 calls year to date with a projected 75,912 (74.6%) total calls for 2007. NG completed 753 IMACs for the month of August in addition to the 503 IMACs related to the PC Refresh. One SLR was missed for the month of August, and it was:

- SLR # 4 Intel Availability

This is the first month that NG has missed this SLR since November 2006. The outage that caused NG to miss the SLR occurred after hours and had no impact on the customer.

DAI: DAI achieved all SLRs for the month of August and completed a number of application related projects as indicated at the beginning of this report. There are three additional applications that are in user acceptance testing including the following:

- **DocGen (ISA)** - Document generation framework utilizing Word's mail merge functionality to "auto-populate" forms from a database.
- **Supervisory Special (IMPD)** – Chain-of-Command reporting system to track and monitor specific events in the field.
- **Tax Sale Bidder Registration (Treasurer)** – Allows prospective bidders to register via the Internet instead of having to do so onsite at the sale.



Information Technology Board August Financial Report

Leading the way in enterprise-wide technology

Financial Report

This report describes the financial position of ISA in three areas: 2007 vs. 2006 Budget Comparison, Year-to-Date Revenue Statement, and 2006 vs. 2007 Contract Comparison.

Budget Comparison – August 2007 vs. August 2006

<i>Characters</i>	Budget 2007	YTD Aug-07	% Used	Budget 2006	YTD Aug-06	% Used
TOTAL	\$39,246,627	\$21,629,383	55.1%	\$36,532,883	\$21,218,950	58.1%
Char 1 - Personnel & Fringes	\$2,703,063	\$1,704,179	63.0%	\$2,942,426	\$1,706,384	58.0%
Char 2 - Supplies	\$30,664	\$15,081	49.2%	\$77,536	\$35,851	46.2%
Char 3 - Contractual Services	\$36,483,470	\$19,882,317	54.5%	\$33,399,005	\$19,406,928	58.1%
Char 4 - Capital & Equipment	\$29,430	\$27,806	94.5%	\$113,916	\$69,787	61.3%

ISA expenditures as of August 2007 total \$21.6 million or 55.1%. This includes payments to Northrop Grumman and DAI year-to-date. The 2007 budget includes \$6.2 million in prior year purchase orders. The 2007 YTD expense for character 3 includes \$3.9 million carried over from 2006.

2007 August Year-to-Date Revenue

	2007 Total Projected	YTD 2007	% Collected
TOTAL REVENUE	\$28,445,199	\$19,627,918	69.0%
Chargeback/Pass Through			
City	\$13,673,810	\$9,736,799	71.2%
County	\$12,792,814	\$8,007,101	62.6%
Other (Outside Agencies)	\$200,745	\$162,405	80.9%
Telephones			
City	\$794,472	\$956,661	120.4%
County	\$626,410	\$595,407	95.1%
Other (Outside Agencies)	\$106,948	\$169,534	158.5%
Misc Revenue	\$250,000	\$11	0.0%

ISA has collected \$19.6 million dollars or 69% of our projected revenue for YTD August 2007, which includes payments received for the 4th quarter 2006 billings.

The projected revenue does not include \$1 million to be billed for the remaining balance of the IPD Camera Project and the Fusion Center.



Information Technology Board August Financial Report

Leading the way in enterprise-wide technology

August 06 vs. August 07 Contract Comparison

(In Thousands) Actual Cost	YTD** Aug-06	YTD Aug-07	Variance
TOTAL	\$7,376	\$6,676	-\$700
SV1 & SV2	\$5,228	\$4,560	-\$668
SV3*	\$2,148	\$2,116	-\$32

**Includes SLR credit
(Jan&Apr 06) & \$520K
Amendment 4 credit in
Aug 06

\$554,600

Jan 07-Aug 07 includes
Amendment
4 Credit & SLA Credit
(\$55,700)

\$1,055,700

*SV3 includes Justis
System



RESOLUTION #07-13

INFORMATION TECHNOLOGY BOARD

Board Resolution to approve an agreement between the Information Services Agency and Ross & Baruzzini, Inc.

WHEREAS, The Information Services Agency has determined that the unique and disparate Wireless Initiatives being pursued by individual City of Indianapolis/Marion County departments would materially benefit from overall coordination; and

WHEREAS, The Information Services Agency requires the services of an experienced vendor to provide Wireless Initiative feasibility, design, enterprise-wide coordination and related services; and

WHEREAS, The Information Services Agency has researched service providers in this field and has determined that the proposal outlined by Ross & Baruzzini, Inc. is well suited to provide the services outlined by the Information Services Agency; and

WHEREAS, Ross & Baruzzini, Inc., is an experienced and renowned purveyor of these services and the Information Services Agency desires to obtain these services from Ross & Baruzzini.

NOW THEREFORE BE IT RESOLVED, The Information Technology Board approves a professional services agreement between the Information Services Agency and Ross & Baruzzini, Inc. for an amount not to exceed \$230,000.00 for the above-described services.

Robert J. Clifford, Chairman
Information Technology Board

Linda Enders, Secretary
Information Technology Board

September 25, 2007



Modular Messaging Executive Summary

Introduction

Information Services Agency (ISA) is seeking approval from the Information Technology Board to enter into agreement with Avaya and Enabling Technology Contractors on behalf of the City of Indianapolis for updating the current Octel 250 voicemail system purchased in early the 1990's.

Approach

Avaya's Modular Messaging is a standards-based IP (Internet Protocol) messaging solution that offers the robustness and features that the City of Indianapolis/Marion County expects from our traditional voicemail system, while providing advanced features and functionality along with a platform that can be expanded in the future. Since this system will replace our existing voicemail system (Octel) currently supported by Avaya, it is important to note that Modular Messaging will offer a functional replacement for most, if not all of the features and applications currently in use. There is a need for this upgrade to happen prior to inclement weather in order to avoid incidents due to outages that have been experienced over the past couple of years. Issues with the existing system are happening more frequently due to the age of the current equipment, and the Telephone Operations Department receives numerous complaints regarding the failing of the existing voicemail system. One major issue is that the existing system fails to alert employees when they have messages waiting for them in their voice-mailbox due to a malfunctioning message waiting indicator. While this functionality can be quickly restored, it results in a delayed notification to the employee. In addition, Avaya's Modular Messaging services will include culturally necessary features such as Multilingual System Prompting.

Conclusion

Requesting the Board move to approve the agreement between the Information Services Agency and Avaya for the install of the state of the art Avaya Modular Messaging System, and therefore bringing efficiencies ultimately creating savings and productivity for the City of Indianapolis.



RESOLUTION #07-14

INFORMATION TECHNOLOGY BOARD

Board Resolution to approve an agreement between the Information Services Agency and Avaya for a Modular Messaging System.

WHEREAS, the Information Service Agency desires to obtain for the City of Indianapolis an optimal messaging product; and

WHEREAS, Avaya is currently supporting the archaic Octel 250 voicemail system purchased in the early 1990's; and

WHEREAS, Avaya can provide a state of the art modular messaging system that will interface with our new Microsoft Email system; and

WHEREAS, Avaya agrees to provide and install the modular messaging system for a total cost of two hundred and seventy eight thousand three hundred and twenty two dollars and eighty-nine cents (\$278,322.89).

NOW THEREFORE BE IT RESOLVED, that the Information Technology Board 1) authorizes Information Services Agency to enter into an agreement with Avaya for the modular messaging system in an amount not to exceed \$278,322.89; and 2) authorizes the Chief Information Officer of ISA to execute said agreement.

Robert J. Clifford, Chairman
Information Technology Board

Linda M. Enders, Secretary
Information Technology Board

September 25, 2007



Information Technology Board

Technology Update

Leading the way in enterprise-wide technology

Archive Executive Summary

Introduction

Electronic mail continues to be a critical application for the City/County. Use of the system continues to increase with user demands for larger mailbox sizes to send and receive large documents as well as save more messages for a longer period of time. With the increase in e-mail use, the message stores (database containing the messages and attachments) continue to grow, which increases backup times, and slows performance of the overall system.

Approach

An archive solution automatically migrates old messages from the active message store to a database archive. This eliminates the need for the end-users to manage their inbox either by manually archiving messages to a local archive (.pst) or deleting them.

Presently, we have purchased E-Vault from Symantec as the software solution and are determining the hardware needs (server and storage) necessary to implement the solution. A pilot has been successfully implemented. The project plan calls for implementation by the end of the year including communication and selected end-users training.

Funding

The purchase of E-Vault was funded through the Microsoft Migration project. Funds remain in the project to purchase the additional storage necessary for the archive.

Conclusion

Archiving provides several benefits to the City/County:

1. **Eliminate the need for users to archive.** Rather than requiring users to maintain their own inboxes, the archive solution will automatically migrate old e-mail messages (and attachments) to the archive where they can be later retrieved.
2. **Improve performance of the Exchange environment.** By implementing an archive, the message stores within Exchange will remain at approximately the same size, rather than growing as use increases and degrading performance.
3. **Enhanced search capabilities.** Advanced search capabilities allow users or administrators to search their inbox and archive quickly and easily to find messages based on many different criteria.
4. **Reduced storage needs.** E-vault has several features including single instancing which reduce the overall need for storage.



Information Technology Board Technology Update

Leading the way in enterprise-wide technology

Storage Executive Summary

Introduction

Storage is a critical component within any application and use of storage at the City/County continues to grow. The increased demand has several affects, including continuously adding storage resulting in a more complex environment, increasing backup times, and degrading performance.

The speed at which an application can access data is critical to the overall performance of the application especially as we look to virtualize much of our production server environment.

Approach

As we look to purchase more storage, we want to first inventory all of the storage that we have, how it is allocated and its potential to be expanded. This is being done in partnership with EMC and Dell through a storage assessment. In addition to the technical aspects, we want to take a look at what is being stored and whether there need to be policies established as to how and what is stored (i.e. eliminate MP3 files).

Based on the results of the assessment, and future needs related to current projects, a storage strategy will be developed which will determine what type of storage and how it will be deployed for any future needs.

Funding

While there is no specific funded for this endeavor, the idea is to insure that as we purchase additional storage, it follows an overall storage strategy. This insures that funds are used optimally.

Conclusion

Storage is a vital component of our overall computing environment and it is important that we continue to monitor its availability and performance. By developing and following an overall storage strategy, we can insure that we leverage our existing hardware and maximize the benefit for any additional purchases.



City of Indianapolis/Marion County

IT Board

Self-Service Password Reset Tool

“myReset”

ISA Presentation

September 25, 2007



What? *myReset*

- ❑ Will allow the user to reset their password without calling the Helpdesk.
 - ❑ Will allow the user to unlock their account without calling the Helpdesk.
 - ❑ Will provide single sign-on to multiple systems.
 - ❑ Will allow the user to change passwords on multiple systems.
-





Why!



- ❑ For the 3 month period ending August 2006, 4,182 calls to the Helpdesk were for password resets.
- ❑ On average, it takes the Helpdesk 4 minutes to reset a user's password.
- ❑ That represents 278.8 hours of lost productivity for our users.
- ❑ Helpdesk staff would have more time to help other customers.
- ❑ Will improve network security.





When?

- ❑ Implementation will follow the expiration of the user's Active Directory password.
- ❑ Users will be able to start using *myReset* on October 15th.
- ❑ Users will be encouraged to register and use *myReset* before their password expires.





How Will it Work?

- ❑ User forgets password and becomes locked out of the network.
- ❑ User logs into the *myReset* tool using a generic “myReset” ID and password.
- ❑ User authenticates to network by correctly answering 2 challenge questions.
- ❑ User is prompted to change password.
- ❑ User can then access the network.



Demonstration.

- ❑ **The registration process:**
- ❑ **The password reset process:**





□ **Questions?**



City of Indianapolis/Marion County IT Board

New Microsoft .Net Applications Developed and Deployed in 2007

Presented by:

Rick Petrecca, ISA

Jim Nelson, DAI

September 25, 2007





ISA/DAI Development Summary



- Since January 1, 2007
DAI Application Services has developed 13 new .Net applications.
 - **10 have been deployed to production.**
 - **3 are in User Acceptance Testing (UAT).**
 - **10 are web based applications**
 - **3 are client/server applications**





Applications Deployed to Production



- ❑ **Appeals & Exemptions (MC Assessor)** - Tracks, monitors and reports on property assessment appeals and exemptions filed within Marion County.
 - Retired 3 Microsoft Access database applications.
 - Improved Reporting, Security, Stability & Recoverability.
- ❑ **A.P.P.S. (ISA)** – Application Project Portfolio System. Stores, tracks and reports on all application components and projects that comprise the enterprise’s portfolio.
 - Single repository of all portfolio documentation.
 - Powerful reporting capabilities, including dashboards.
 - Automates project prioritization process (scoring & queuing).
- ❑ **Coroner Case Management (MC Coroner)** – Tracks, stores and reports on all of the coroner’s office cases.
 - Retired a Microsoft Access database application.
 - Single repository for all case information, including images.
 - Improved Reporting, Security, Stability & Recoverability.



Applications Deployed to Production



- ❑ **CourtScan (MC Courts)** – “Lightweight” document indexing, tracking storage and searching application.
 - **Frees up space by eliminating the need for paper copies.**
 - **Quick and easy access without searching through files.**
 - **Keyword search capability.**
- ❑ **Court Services Scheduler (MC Courts)** – Used to schedule court rooms based on the room’s amenities (jury box, lock-up, etc.) by interacting directly with an Outlook calendar.
 - **Eliminated a manual, paper-based process.**
 - **Room status is continuously monitored and updated as they are requested, confirmed, denied or cancelled.**
 - **Quick & easy access to room schedules and status should reduce “double bookings”.**
- ❑ **My Property Taxes (MC Citizens)** – Provided an easy to use means of searching for a citizen’s 2006 property tax amounts based on parcel # or name & address.
 - **Developed very quickly after the Governor’s decision to revert to 2006 property tax amounts.**





Applications Deployed to Production



- ❑ **OTIS Administration (MC Courts, Community Corrections, Crime Lab)** – Stores and maintains employee contact, job classification, salary, asset and benefit information. Generates the bi-weekly payroll voucher.
 - **Replaced a Microsoft Access desktop application.**
 - **Improved Reporting, Security, Stability & Recoverability.**
 - **Easier to deploy to other agencies/departments within the enterprise.**
- ❑ **Religious Institutions (Mayor's Office)** – Stores and maintains information (name, denomination, location, services schedule, social services offered, etc.) related to the various religious institutions within Indianapolis/Marion County.
 - **No application previously existed to support the Faith-Base Coordinator.**
 - **Provides an easy to use user interface with powerful search and reporting capabilities.**





Applications Deployed to Production



- ❑ **VOCA – CI (MC Prosecutor)** – Stores, maintains and reports on child interviews conducted and subsequent services provided, as required for funding under the Victims of Crime Act (VOCA) Grant Program through the Indiana Criminal Justice Institute (ICJI).
 - **The documenting of interviews, tracking and tallying of services provided and the generation of the report in the specified format were previously done manually using paper and pen.**
 - **Powerful search capabilities.**
- ❑ **VOCA – VA (MC Prosecutor)** – Stores, maintains and reports on victim advocate interviews conducted and subsequent services provided, as required for funding under the Victims of Crime Act (VOCA) Grant Program through the Indiana Criminal Justice Institute (ICJI).
 - **The documenting of interviews, tracking and tallying of services provided and the generation of the report in the specified format were previously done manually using paper and pen.**
 - **Powerful search capabilities.**





Applications Currently in UAT



- ❑ **DocGen (ISA)** - Document generation framework utilizing Word's mail merge functionality to "auto-populate" forms from a database.
- ❑ **Supervisory Special (IMPD)** – Chain-of-Command reporting system to track and monitor specific events in the field.
- ❑ **Tax Sale Bidder Registration (Treasurer)** – Allows prospective bidders to register via the Internet instead of having to do so onsite at the sale.





ISA/DAI Application Services



Questions / Comments?

